

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|--|---|--------------------------------|
| Applicants: James E. Bessler, et al.   | § |                                |
|  | § | Group Art Unit: 3623           |
| Serial No.: 10/806,909                 | § |                                |
|  | § | Examiner: McPhillip, Adrian J. |
| Filed: March 23, 2004                  | § |                                |
|  | § | Confirmation No.: 2481         |
| For: Business Activity Monitoring Tool | § |                                |

**RESPONSE TO OFFICE ACTION**

Commissioner:

Applicants acknowledge receipt of the Office Action dated April 28, 2009, and respectfully requests the following amendments to the above-identified application. The changes made are shown by underlining the added text and striking through the deleted text.

**Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 13 of this paper.